

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

Claims 1-48 (Canceled).

Claim 49 (Currently Amended): A system comprising:

an online dispute resolution system electronically coupled to an electronic marketplace,
~~that provides a web-based community having wherein the electronic marketplace stores~~
transaction data that describes transactions within the electronic marketplace between buyers and
sellers of goods or ~~and~~ services,

wherein, in response to initiation of a dispute, the online dispute resolution system
electronically receives at least a portion of the transaction data from stored within the electronic
marketplace without requiring manual entry of the transaction data ~~that describes transactions~~
~~within the electronic marketplace,~~ and

wherein the dispute resolution system utilizes the received portion of the transaction data
in accordance with a dispute resolution process to assist the buyers and sellers in resolving
disputes relating to the transactions.

Claim 50 (Previously Presented): The system of claim 49, wherein the online dispute
resolution system electronically receives communications from the buyers and sellers of the
electronic marketplace to initiate filing of disputes with the online dispute resolution systems for
transactions within the electronic marketplace.

Claim 51 (Previously Presented): The system of claim 49, wherein the online dispute
resolution system electronically receives requests from the sellers of the marketplace and
automatically initiates enrollment of the sellers within the dispute resolution system.

Claim 52 (Currently Amended): The system of claim 49,
wherein the online dispute resolution system comprises a membership profile database that maintains status information for the sellers and buyers of the marketplace that are members of the online dispute resolution system, and
wherein the online dispute resolution system electronically communicates the status information to a database of the electronic marketplace.

Claim 53 (Currently Amended): The system of claim 49, wherein the online dispute resolution system further comprises a server to service electronic requests issued by a server within from the electronic marketplace and to exchange data between the online dispute resolution system and the electronic marketplace.

Claim 54 (Previously Presented): The system of claim 49, wherein the online dispute resolution system comprises a data manager software application to automatically communicate data between a database of the online dispute resolution system and a database of the electronic marketplace.

Claim 55 (Currently Amended): The system of claim 49,
wherein the online dispute resolution system electronically communicates rating data from a database of the online dispute resolution system to a database of the electronic marketplace,

wherein the rating data that relates to participation of the buyers and sellers of the marketplace within the online dispute resolution process.

Claim 56 (Previously Presented): The system of claim 55, wherein the online dispute resolution system maintains the rating data based on compliance of the buyers and sellers to final decisions made in the resolution of the disputes.

Claim 57 (Previously Presented): The system of claim 49, wherein the electronic marketplace presents a web-based interface having embedded uniform resource locators that are associated with the dispute resolution system that enable the users of the electronic marketplace to automatically access the dispute resolution system from the electronic marketplace and automatically initiate the filing of disputes relating to the transactions.

Claim 58 (Currently Amended): A method comprising:

providing an online dispute resolution system electronically coupled to an electronic marketplace that provides a website by which users buy and sell items, wherein the electronic marketplace includes a database that stores transaction data that describes transactions within the marketplace;

electronically receiving with the online dispute resolution system at least a portion of the transaction data from the database of the electronic marketplace in response to initiation of a dispute that describes transactions within the marketplace; and

utilizing the received portion of the transaction data in accordance with a dispute resolution process to assist the users in resolving disputes relating to the transactions within the electronic marketplace.

Claim 59 (Previously Presented): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system communications from the users of the electronic marketplace to initiate filing of disputes; and

initiating the online dispute resolution process in response to the communications.

Claim 60 (Previously Presented): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system enrollment requests from the sellers of the marketplace; and

automatically initiating enrollment of the sellers within the dispute resolution system in response to the requests.

Claim 61 (Currently Amended): The method of claim 58, further comprising:
electronically communicating data that relates to the online dispute resolution process to
the database of the electronic marketplace, and
updating the electronic marketplace based on the data received from the dispute
resolution system.

Claim 62 (Currently Amended): The method of claim 61, wherein updating the electronic
marketplace comprises:
displaying in the electronic marketplace visual indicia associated with users of the
electronic marketplace that participate in the dispute resolution system ~~within the website~~; and
automatically controlling the appearance of the visual indicia as a function of data
received from the dispute resolution system for the users in response to resolution of the
disputes.

Claim 63 (Currently Amended): The method of claim 58, further comprising embedding
uniform resource locators associated with the dispute resolution system within a hypertext
markup language application for the website of the electronic marketplace to enable the users of
the electronic marketplace to automatically access the dispute resolution system from the
electronic marketplace and file disputes without manually entering the transaction data into the
dispute resolution system.

Claim 64 (Previously Presented): The system of claim 49, wherein the online dispute
resolution system receives an electronic query from the marketplace and provides a status of a
marketplace member of the marketplace in response to the query.

Claim 65 (Currently Amended): The system method of claim 5849, further comprising:
receiving with the online dispute resolution system an electronic query from the
electronic marketplace; and
electronically providing a status associated with one of the users from a database of the
online dispute resolution system to the database of the electronic marketplace in response to the
query.

Claim 66 (New): A system comprising:
a dispute resolution system electronically coupled to an electronic marketplace for buyers
and sellers of goods and services; and
a software application to automatically communicate transaction data from a database of
the electronic marketplace to a database of the dispute resolution system in response to a
transaction within the electronic marketplace by a member the online dispute resolution system,
wherein the transaction data is associated with one or more transactions within the
electronic marketplace, and
wherein the dispute resolution system utilizes the transaction data in accordance with a
dispute resolution process to assist the buyers and sellers in resolving disputes relating to the
transactions.

Claim 67 (New): A method comprising:
providing an online dispute resolution system electronically coupled to an electronic
marketplace that provides a website by which users buy and sell items, wherein the electronic
marketplace stores transaction data that describes transactions within the marketplace;
automatically communicating the transaction data stored to the online dispute resolution
system without human intervention in response to initiation of a dispute; and
utilizing the transaction data in accordance with a dispute resolution process to assist the
users in resolving disputes relating to the transactions within the electronic marketplace.

Claim 68 (New): A method comprising:

storing transaction data in an electronic marketplace, wherein the transaction data describes transactions within the electronic marketplace;

receiving case information with an online dispute resolution system, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace;

automatically communicating at least a portion of the transaction data related to the dispute from the electronic marketplace to the online dispute resolution system without manual intervention; and

executing a dispute resolution process with the online dispute resolution system that utilizes the transaction data from the electronic marketplace and the case information from the parties to assist the users in resolving the dispute.

Claim 69 (New): A method comprising:

storing transaction data in a database of an electronic marketplace, wherein the transaction data describe transactions within the electronic marketplace;

receiving case information with an online dispute resolution system from one or more parties, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace; and

executing a dispute resolution process with the online dispute resolution system that receives at least a portion of the transaction data stored from the database of the electronic marketplace without human intervention in response to initiation of the dispute and uses the received portion of the transaction data and the case information from the parties to assist the parties in resolving the dispute.

Claim 70 (New): A system comprising:

an online dispute resolution system that presents an interface for receiving case information from one or more parties, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace; and

an electronic marketplace system that includes:

a database that stores transaction data that describe transactions, and

a software object that automatically communicates the transaction data from the database to the online dispute resolution system when transactions within the electronic marketplace are performed by members of the online dispute resolution system,

wherein the online dispute resolution system executes a dispute resolution process that utilizes the transaction data and the dispute information to assist the parties in resolving the dispute.

Claim 71 (New): A system comprising:

an online dispute resolution system having a database of case information for a dispute;
and

an electronic marketplace system that includes:

a database that stores transaction data that describe transactions for buyers and sellers,

a software object executing within the electronic marketplace system that automatically communicates the transaction data from the database to the online dispute resolution system without human intervention in response to initiation of a dispute, and

a software object executing within the electronic marketplace system that queries the database of the online dispute resolution system for status for at least one user of the electronic marketplace system.

Claim 72 (New): A system comprising:

- a server that provides an electronic marketplace system;
- a plurality of client computers by which buyers and sellers interact with the electronic marketplace system; and
- an online dispute resolution system having at least one server that communicates with a database of the electronic marketplace system without human intervention in response to initiation of a dispute.